

**DEPARTMENT OF WORKFORCE  
DEVELOPMENT**

Secretary Jennifer Reinert  
201 East Washington Avenue  
P.O. Box 7946  
Madison, WI 53707-7946  
Telephone: (608) 266-7552  
FAX: (608) 266-1784



**State of Wisconsin  
Governor Scott McCallum**

**DEPARTMENT OF HEALTH AND  
FAMILY SERVICES**

Secretary Phyllis Dubé  
1 West Wilson Street  
P.O. Box 7850  
Madison, WI 53707-7850  
Telephone: (608) 266-9622  
FAX: (608) 266-7882

**TO: Economic Support Supervisors  
Economic Support Lead Workers  
Training Staff  
Child Care Coordinators  
W-2 Agencies**

**FROM: Amy Mendel-Clemens  
CARES Call Center  
Policy & Systems Communications Section**

**BWP/BIMA OPERATIONS MEMO**

**No.: 02-48**

**File: 4200**

**Date: 7/25/2002**

**Non W-2 ☐ W-2 ☒ CC ☐**

**PRIORITY: High**

**SUBJECT: IMPLEMENTATION OF EMERGENCY ASSISTANCE TRACKING  
SYSTEM (EATS)**

**EFFECTIVE DATE:** Immediately

**NOTE > Agencies are required to share this information with all subcontractors.**

**PURPOSE**

This memo provides information regarding the new Emergency Assistance Tracking System (EATS), including background on the system and upcoming training for agencies.

**BACKGROUND**

The Emergency Assistance (EA) Program provides funds to eligible groups facing specified emergency circumstances. The amount of funds is limited, as is the period of time in which the benefits are made available. In addition, regardless of any other circumstances, eligibility is conditional upon the emergency reason for which benefits were provided in the past and the clock associated with that emergency reason (i.e. - 12 or 36 months).

Historically, there was no programming in CARES or any other automated system to assist local staff in determining eligibility or in sharing information among staff or agencies. In 2001, representatives of local agencies requested that DWD automate verification and tracking.

### ***EMERGENCY ASSISTANCE TRACKING SYSTEM (EATS)***

In response to this request, DWD has created an Internet-based system, called the Emergency Assistance Tracking System, or EATS. Agencies will use the system to track receipt of all EA grants and denials in their agency, and they will use the system to verify receipt within the appropriate time limits for EA applicants. All of the data collected in EATS will come from the Emergency Assistance Application. Agencies will begin using EATS on October 1, 2002.

During the development of EATS, local agencies requested that DWD require agencies to track applicants who are denied EA as well as those who receive EA grants. Agencies are required to begin tracking EA denials on October 1, 2002, the same day EATS becomes available to local agencies. Further information on this new requirement and the definition of an "EA denial" will be included in the next manual release (the EA manual material will be moved to W-2 Manual in August).

### ***EATS DATA CONVERSION***

The ability to retrieve an applicant's EA grant history across the state is a key feature of EATS. For this reason, the information currently stored at the W-2 agencies for the 36 months prior to EATS implementation must be loaded into the system prior to its rollout date. DWD has provided a process to assist the agencies in converting prior case information into the new system. Through this process, agencies have 7 weeks to enter EA cases in an Access database, in advance of the rollout of EATS on October 1, 2002. For further information regarding agency conversion, please see the following web site:

<https://dws.dwd.state.wi.us/dwseats/conversion/>.

### ***TRAINING***

Agencies will be allowed to send a maximum of two (2) people to EATS training. These people will be expected to take the information back to the agency and to share it with any other necessary staff. Training participants will have two weeks prior to system production to train other staff in their local agency.

Below is a list of training sessions for EATS. Each session is three hours long. Agencies must register for these sessions using the BPS Registration Center web site:

<http://www.uwosh.edu/ccdet/wss/>. The web site also contains further details on the classes.

September 10, 2002	Superior
September 10, 2002	Milwaukee
September 11, 2002	Eau Claire
September 11, 2002	Milwaukee
September 11, 2002 AM	Mosinee
September 11, 2002 PM	Mosinee
September 12, 2002	Madison
September 18, 2002	Oshkosh

### ***TECHNICAL REQUIREMENTS***

Agencies can prepare for the rollout of EATS on October 1 by ensuring they have the appropriate software to use the EATS Internet-based system. It is recommended that agencies use Microsoft Internet Explorer 5 or above as their web browser to best view EATS. If your agency does not have this browser version, it can be downloaded at no charge from <http://www.microsoft.com/windows/ie/default.asp>.

## **CONTACTS**

BIMA CARES Information & Problem Resolution Center

Email: [carpolcc@dwd.state.wi.us](mailto:carpolcc@dwd.state.wi.us)  
Telephone: (608) 261-6317 (Option #1)  
Fax: (608) 266-8358

Note: Email contacts are preferred. Thank you.